Child Care Statewide Administration on Web (CSAW) User Guide

BASICS

Expected Outcome

The goal of the CSAW User Guide is to provide child care workers with instructions for using and navigating through the system.

Objectives

Upon completion of this guide, you will be able to:

- Register to use and login to the CSAW web site

- View or print reports

- View announcements

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The Child Care Puzzle
-Or 'What is it, and who is using it?

CCPC	CCPI
What it is: • Data regarding certified providers **Who uses it:** Certifiers	**What it is:** • View provider data • View authorizations • View issuance and overpayment data • View announcements • Enter and view attendance • Reports **Who uses it:** Workers and providers
CARES/CWW **What it is:** • Application entry • Case comments • Notices • Alerts • Eligibility **Who uses it:** Workers	**CSAW:** **What it is:** • All provider data needed for the subsidy • Enter/view provider over payment • View announcements • Enter/view authorizations • Issuance data • Reports **Who uses it:** Workers

Introduction to CSAW

CSAW is a web application that offers county/tribal child care workers access to the Child Care Payment System (CCPS) using the web. The system has the following modules:

- **Provider Management:** Includes the provider demographic screens and related functionality such as name, address, type of provider, accreditation, rates, comments, EFT information, etc.

- **Authorization Management:** Includes authorization-related screens such as creating new authorizations, view details of current authorizations, school bank hours, case utilization and educational tracking.   Note: Attendance entry is done using CCPI.

- **Issuance Management:** Includes all payment related screens such as issuance history and details, payment adjustments, payment returns, and stop payment.

- **Report Management:** Includes reports such as New Provider and Discontinued Provider reports

- **Announcements:** DWD Child Care Section staff uses this function to communicate information and updates to the county/tribal staff.

- CSAW is a secure site and is accessible only by child care administrative agencies. The site is not accessible to the public.

System Availability

CSAW will only be available during the same hours that CARES is available. You can view when CARES will be available by clicking on the Online Availability Calendar link at http://dwd.wisconsin.gov/dws/programs/childcare/wishares/CSAW/default.htm

CSAW Downtime Calendar
If users attempts to login at a time when CSAW is not available (usually due to scheduled maintenance), the user will be taken to the CSAW Downtime Calendar page.

System Requirements for using CSAW:

- a minimum of Internet Explorer 4+ or Netscape 4+

- the ability to enable JavaScript**
- the ability to enable cookies **

**refer to your browser's help tool to learn how to do this

Gaining Access to CSAW

Note: You must have an ID for the CARES mainframe system, before you can apply for CSAW access.

CCPI/CCPC users:

• If you currently have a User ID for the Child Care Provider Information (CCPI) or Child Care Provider Certification (CCPC) systems, all you need to do is to complete a Web Access form DWSW-13358. You will need to use the same ID and Password to gain access to CSAW. The form can be found at:

http://dwd.wisconsin.gov/dwd/forms/dws/pdf/dwsw_13358_e.pdf

New Users:

To begin using CSAW, users must first register (create an account) using the DWD/Wisconsin Logon Management System. Log onto the CCPC home page to get instructions on the online account creation at:

http://dwd.wisconsin.gov/dws/programs/childcare/wishares/CSAW/default.htm

Click on the "New User" link under "Key Links" heading. Print the instructions and carefully follow them. When you create the online account, make sure that you give an accurate email address. Once your access has been granted, you will receive an email informing you that your access has been cleared.

After you have created the online account, please access the "Child Care Web Access Request" form at http://dwd.wisconsin.gov/dwd/forms/dws/pdf/dwsw_13358_e.pdf. Print the form, complete and sign it. Give it to the Child Care Coordinator in your county/tribe. She will forward it to the local agency Security Officer, who in turn faxes it to DWS Security at 608-267-0484.

Access Types

CSAW has multiple user profiles (types of access):

Code	Access
B	Update Provider Management screens only
G	Update Authorization, Provider and Issuance Management screens
P	Update Authorization Management only
Q	Update Issuance Management screens only
S	Update Provider and Issuance Management screens
I	Query only access

The Access Codes are explained in detail in the DWS Security Manual, Chapter 6, page 6. http://workweb.dwd.state.wi.us/dws/manuals/security/pdf/chap06.pdf.

About Confidentiality and Passwords

Confidentiality Guidelines

CSAW is a secure site. Following are confidentiality guidelines that all registered users must follow:

- **Only staff with a User ID and security access to CSAW should be viewing information on CSAW.** Each staff member authorized to use CSAW should have his/her own User ID with security. The state law prohibits sharing of User IDs and passwords.
- **Registered users should not share a User ID/Password with anyone.** Remember that you are responsible for keeping your User ID and Password secure from others.

Troubleshooting User IDs and Passwords

In this day of many different User IDs and Passwords, it is easy to forget what they are. If you are unable to log in to CSAW because of a wrong or forgotten User ID and/or Password, follow these steps:

- **If you have entered the incorrect User ID and/or Password**, the login window will refresh and you are not able to get into the program. *Remember that Passwords are case sensitive and must be entered exactly as you entered them when you registered.*

- **If you have forgotten your Password but remember your User ID and the answer to your Password reminder question,** you will have to change your Password. To do this:

  a) Log onto the DWD/Wisconsin Login 'Account Management' screen at:

     https://www.dwd.state.wi.us/accountmanagement/default.aspx.

  b) Under "Customer ID Menu" heading, click on "Forgot your account information?"
  c) Enter the email address that you used to create the CSAW user account on the 'DWD/Wisconsin Logon ID/Password Recovery Process' page.

d) Then go to your email inbox to access the email. The email will have a link to the "secret question" that you entered when you created the account. Enter the correct answer and hit "submit". If the answer was correct, you now can change the password.

- **If you have forgotten your User ID, or if you have forgotten both your Password and the answer to your Password reminder question**, you will need to contact the DWD Service Desk at 608-266-7252.

Changing Your Password

To change your Password, you simply follow these steps:

a) Log into the DWD/Wisconsin Logon Management System page at

https://www.dwd.state.wi.us/accountmanagement/default.aspx.

b) Under "Customer ID Menu" heading on the right, click on "Password Management".
c) Enter the old and new passwords. Click on "submit". You should see a message: 'DWD/Wisconsin Logon password was successfully updated'

Training

CSAW training is included in the DWD/DHFS new worker training. Also, there are training Power Point presentations posted at:

http://dwd.wisconsin.gov/dws/programs/childcare/wishares/training.htm

The CSAW page within the Child Care Section's web has many useful links:

http://dwd.wisconsin.gov/dws/programs/childcare/wishares/CSAW/default.htm.

If there are unexpected problems with the system or if new features are added, the child care section staff sends out an email to the child care subsidy **list serve**. You can subscribe to this email list at:

http://dwd.wisconsin.gov/dws/programs/childcare/arrow/listserv.htm

Logging into CSAW

After you receive a notice telling you that your account has been activated, go to the Login page and enter your User ID and Password. Remember that the User ID and Password must have the exact characters you entered on the DWD Account Creation form. When you have successfully entered your User ID and Password, the next page you come to will be CSAW Home Page.

The CSAW Home Page provides you with links to each section of the site, along with an explanation of what you can view there. At the top of the page is a blue navigation bar with tabs for each section that you can access from that page. This is the main navigation bar, from which you can jump to various sections of the web site. By clicking on the tabs on the navigation bar, you can access the Provider, Authorization, Issuance and Report Management Sections as well as the Announcements. If you have been granted access to CCPI and CCPC, you will see links to those two systems on the far right of the navigation bar.
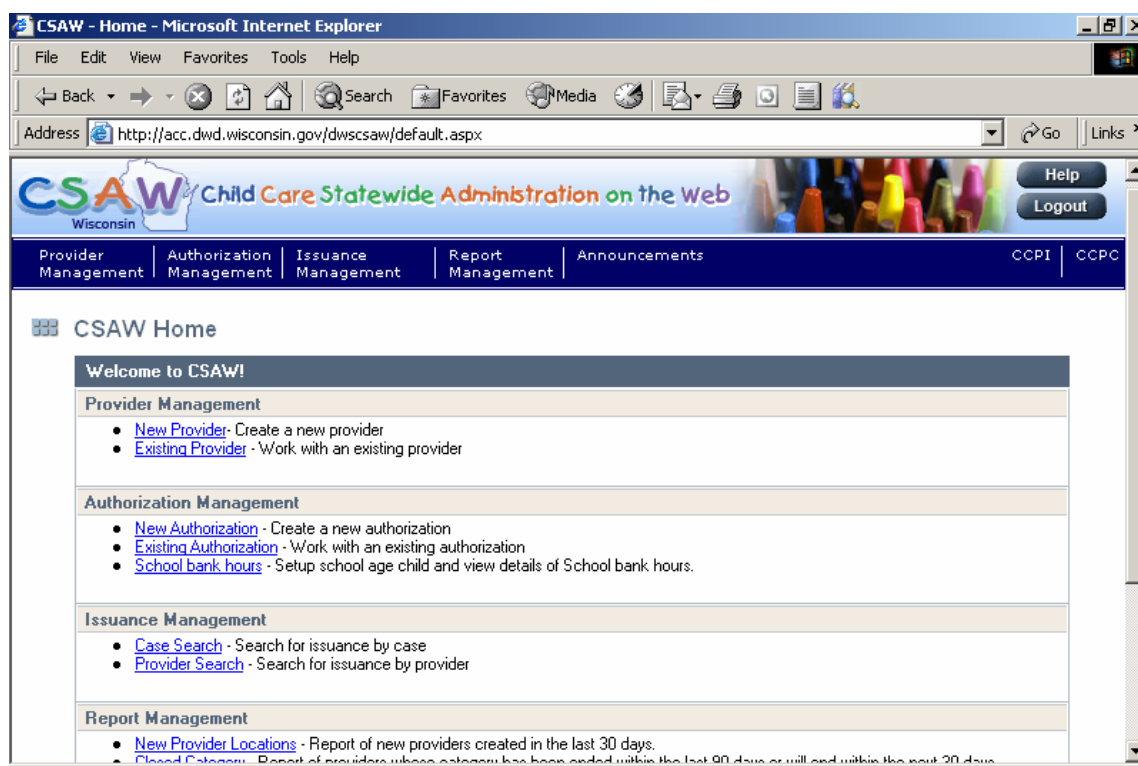
CSAW Navigation

Icons

Below are some features that appear in every section of CSAW.

Required fields
If a field name is written with bold font and has an asterisk (*) next to it, this field is required. The user cannot process the screen until these fields are completed.

History: The icon below takes the user to a history page. By clicking this icon, you are able to view history and who updated the information in the past

Modify: An icon that looks like a pencil takes the user to the 'modify' page. You are able to make changes to the record. If you have inquiry access to the system, you will not be able to see this icon.

View: An icon that looks like a magnifying glass takes the user to view the page.
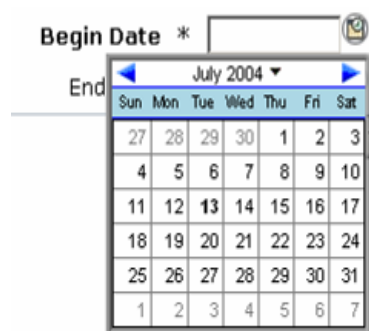
Delete: An icon that looks like a garbage can takes the user to the delete page. If you have inquiry access to the system, you won't be able to view this icon.

Calendar - This icon appears next to date fields.

Click the icon to bring up the calendar. Select the desired date, or use the arrows to navigate to the desired month and year.

- Right-click in the date box to bring up a list of shortcut keys that can be selected to simplify entering the date.
- Or enter the shortcut key directly in the date box. For example, entering the letter 't' in thedate box automatically fills in today's date.
- Or simply enter the desired date in mm/dd/yyyy format in the date box.

Today	T
Calendar	C
Previous Day	Down
Next Day	Up
Previous Month	Pagedown
Next Month	Pageup
Previous Year	
Next Year	

Help - Click on this button to go to the detailed help screen for the page you are on.

Logout - Click on this button to logout of CSAW.

Action Buttons - appear on pages where the user has access to perform the action listed. The user must click on the action button in order to save the entered data.

Reference Table Viewer - Click on the list icon to see the description of the values on a dropdown list

Keyboard Navigation

There are several shortcut keys that can be used to navigate CSAW by using the keyboard instead of a mouse.

- To move forward between items on a web page, (fields, icons, address bar, menu links, buttons) use the Tab key. To move back to the previous item, use the Shift and Tab keys together.

Fields will be highlighted either with an outlined gray box around the link or button, or by a blue background when the cursor is on that field.

You will not be able to tab to links that are not active

To select an item from a Dropdown List, first Tab to that field, then use the up and down arrow keys to scroll through the list to find the selection you want. **You can also type in the first letter of the selection that you are looking for, to be taken to that section of the list.** When the option you want is shown, Tab to continue on to the next field. Example: Press 'S' if you want to choose 'street' from the Dropdown list. You will be taken to 'shoal', keep pressing the 's' until you come to 'street'.

To select a Radio Button item, either use the arrow keys to move from one selection to the next or click with a mouse.   With Radio Buttons, only one item may be selected at a time.

Example:

Monitor Resolution

For best viewing of CSAW and to reduce screen scrolling, it is recommended to set your monitor resolution at 1024 x 768.

Here are instructions on how you change the resolution:

1. Click on "Start" button in the left-bottom corner of your monitor.
2. Go to Settings and then to Control Panel.
3. Double-click on the Display icon (picture of a computer monitor).
4. In the Display Properties window, select the Settings tab.
5. Slide the Screen area bar to 1024 x 768 pixels.
6. Select Apply and OK to accept the new settings.   If you get a message asking if you want to keep the settings, click Yes

Help Function

In the Help section, you will find detailed information about every page in CSAW. To access CSAW Help, click on the Help button on the upper-right corner of the screen.

Announcements

In the "Announcements" section of the CSAW web site, you will find announcements relating to CSAW, such as system updates or if unexpected problems arise with the system.   All CSAW users can view general announcements, as well as announcements that are specific to a county or tribe.

You can get to the announcement page from any page by clicking on the "Announcement" tab on the main navigation bar.

Reports

CSAW Reports Management offers currently three reports. To access the Reports Management screen, click on the 'Reports' link from the CSAW navigation bar.
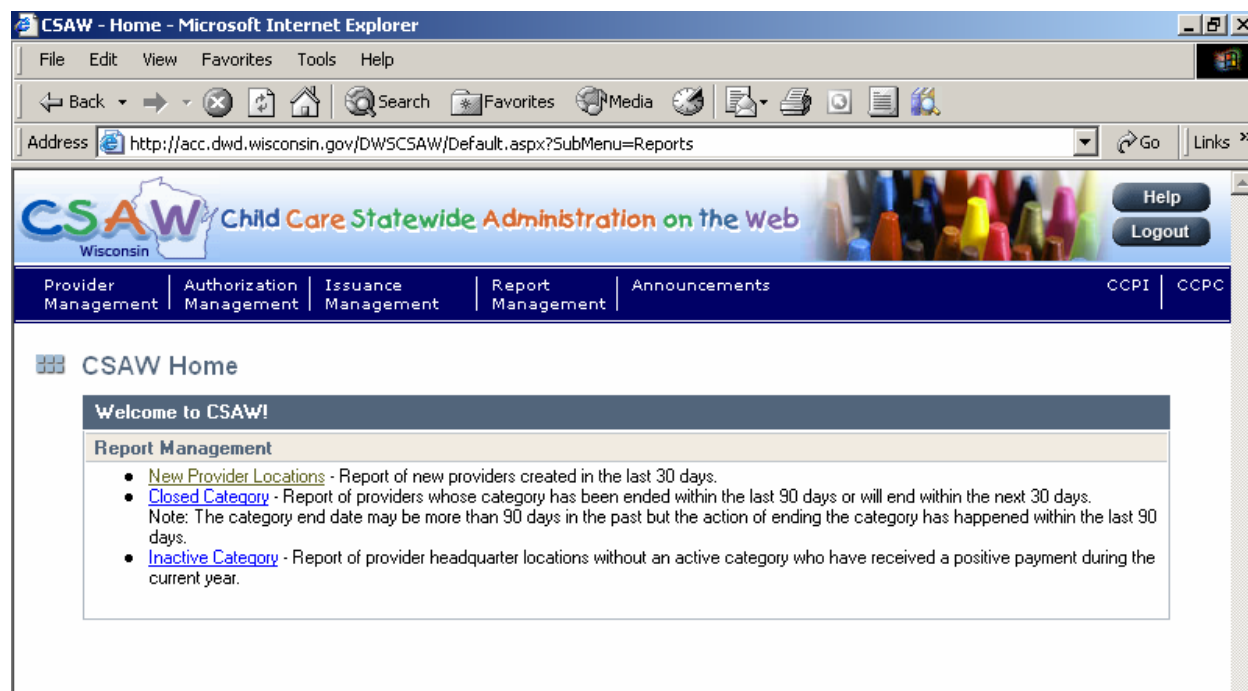
New Provider Locations Report

This report lists all new provider records (both licensed and certified) created within the last 30 days. To access the report, click on the report name and choose a county. The purpose of this report is to give local agency subsidy staff information about new providers so informational packets explaining the subsidy program can be sent to the providers. The county/tribe must collect a W-9 form from a new provider prior to authorizing. Also, licensed providers must submit a written copy of the rates that they charge for privately paying parents. The report has the following fields:

- **CARES provider and location numbers:** The system automatically assigns a 10-digit provider number to each new provider. One provider may have multiple location numbers.
- **Individual/Business name:** If a provider uses a Social Security Number (SSN), Individual name will be listed in this column and if a provider uses a Federal Employer Identification Number (FEIN), the business/licensee-corporation name will be displayed.
- **Tax ID Type/Number/Verified Switch.** The Tax ID Type is displayed first, then followed by the Tax number. If a "V" is displayed for an SSN, this means that the number has been verified by the Social Security Administration. If the Switch is set at "W" (worker verified), the SSN has not been verified. For FEIN numbers, a

W is always displayed(only if the tax id has been verified, otherwise, it will have blanks).

- **Location Name and Address:** For licensed providers, the facility name is displayed and for certified, the system usually displays the provider's name. The location address is the physical address where the care is given.
- **County:** This field displays the name of the county/tribe where the child care program is located.
- **DHFS Facility ID:** This field is left blank for certified providers. For licensed providers, the facility number is displayed.
- **Subsidy details complete:** The subsidy language and payment method on the location details page must be complete in order to set this switch to 'Yes'.

Below is a screen print of a report:

Closed Category Report

This report identifies providers whose category (regulation) has been ended within the last 90 days or will end within the next 30 days. Note: The category end date may be more than 90 days in the past but the action of ending the category has happened within the last 90 days.

- **CARES provider and location numbers:** The system automatically assigns a 10-digit provider number to each new provider. One provider may have multiple location numbers.

- **Individual/Business name:** If a provider uses a Social Security Number (SSN), Individual name will be listed in this column and if a provider uses a Federal Employer Identification Number (FEIN), the business/licensee-corporation name will be displayed.
- **Location Name and Address:** For licensed providers, the facility name is displayed and for certified, the system usually displays the provider's name. The location address is the physical address where the care is given.
- **Category:** This field displays the regulatory type of the provider (certified, licensed, unregulated or out-of-state, public school)
- **Begin date/End date:** This column displays the category begin date and end date.
- **User ID:** This column displays the user who most recently updated the category record.
- **BRL:** If the category was ended by Bureau of Regulation and Licensing, the column will list 'yes', if the change was done by certifier, the column will display 'no'.
- **Future:** If the provider has a future category, a 'yes' will be displayed. If there is no future category, a 'no' will be displayed.

CSAW - Closed Category Provider/Location - Microsoft Internet Explorer

Address http://acc.dwd.wisconsin.gov/DWSCSAW/Reports/Provider/EndCategory.aspx

Closed Category Provider/Location - All Counties Including Out-Of-State

Provider #/ Location #	Individual Name/ Business Name	Location Name/ Address	Category	Begin Date	End Date	User ID	BRL	Future
0800039120 001	Ina Pinch Ina Pinch	Ina Pinch 145 Main Fond Du Lac WI 54125	Unregulated	10/02/2005	10/15/2005	XCT103	No	No
0800039220 001	Linus Linjen Linus On The Line	Linus On The Line Asdfa Lintville WI 53535	Provisional Certified	05/31/2005	07/15/2005	W00236	No	No
3800038963 001	Patty Cake Kid Paradise	Kid Paradise Main Madison WI 53704	Inhome Provisional Cert	07/09/2003	07/08/2004	W00236	No	No
6800039036 001	Pippi Longstocking Wild Kids In Villa Villerkulla	Villa Villerkulla 9 N Smalltown Rd Kalmar WI 45454	Regular Certified	09/01/2005	09/16/2005	W00236	No	No

Contact Information

Questions regarding this training material can be directed to Child Care Section Staff at:

Child Care Help Desk: 608-261-6317 (option 2)

Pirkko Zweifel: 608-261-4595 pirkko.zweifel@dwd.state.wi.us
Rebecca Brueggeman: 608-266-9703 rebecca.brueggeman@dwd.state.wi.us

Questions regarding production cases should be directed via your local agency process to the BHCE CARES Information & Problem Resolution Center at:

E-mail: carpolcc@dhfs.state.wi.us
Telephone: 608-261-6317 (Option 1)
Fax: 608-267-2269

Questions regarding security should be directed via your security liaison to the DWS Security Help Desk at:
608-261-6317 (Option 1)

If you have forgotten your User ID and password, you need to contact the DWD Service Desk at 608-266-7252.